

PACIFIC SOUTHWEST REGION (REGION 7)
NATIONAL NETWORK OF LIBRARIES OF MEDICINE

Pacific Southwest Regional Medical Library (PSRML)

Quarterly Progress Report

May – July 2001

University of California, Los Angeles,

Contract No. N01-LM-1-3517

Date Submitted:

October 10, 2001

TABLE OF CONTENTS

	PAGE
A. NETWORK PROGRAMS.....	1
B. OUTREACH PROGRAMS.....	8
OUTREACH PROGRAM SUBCONTRACTS.....	12
OTHER ACTIVITIES.....	15
APPENDIX A: OUTREACH REPORTING FORMS.....	17
APPENDIX B: EXHIBIT REPORTS.....	22

Quarterly Progress Report

National Network of Libraries of Medicine, Pacific Southwest Region

May 1, 2001 – July 31, 2001

INTRODUCTION

Kay Deeney joined PSRML on May 1, 2001 in the position of Education and Exhibit Coordinator. Claire Hamasu, PSRML Health Information Services Coordinator, left to accept the position of Associate Director, NN/LM, Midcontinental Region. In the area of Network Programs, planning began in earnest for the Network Membership Drive to be conducted in the fall, and considerable effort was directed toward PSRML responsibilities in the Pacific Basin. The final report of the six-month research project to evaluate MEDLINEplus was completed. In the area of Outreach Programs, the period of performance of the 1996-2001 NN/LM contract was extended through July 31, 2001 so that regional subcontractors could complete their projects. Therefore, PSRML staff continued subcontract management tasks during the first quarter of the new 2001-2006 contract. In addition to assisting with preparation of the Outreach Database Record input forms, staff contacted each subcontractor to ensure that all final invoices would be submitted on schedule.

A. NETWORK PROGRAMS

1. Providing health professionals with a basic level of information services

- During the quarter 182 Loansome Doc inquiries were received on the regional web site. Of this number, 82 were from health professionals and 100 were from non-health professionals. Many additional Loansome Doc inquiries are now being directed to the NN/LM “Find a Library” site.¹

Detailed statistics are provided below:

State	HP	Not a HP	Total
Arizona	9	12	21
California	70	86	156
Hawaii	1	0	1
Nevada	1	1	2
Pacific Basin	1	1	2
Totals	82	100	182

- Loansome Doc service is offered by 210 libraries in the Pacific Southwest Region. We have observed that DOCUSER records for some Loansome Doc libraries are incomplete, as they

¹ <http://nnlm.gov/members/>

do not indicate the levels of service (i.e., affiliated health professional, unaffiliated health professional, public). All Network members will be updating their DOCUSER records during the Network membership drive, so we anticipate obtaining more detailed and accurate data on Loansome Doc services later in the year.

2. Assessing the needs of health science libraries

- Julie Kwan visited libraries at St. John's Health Center (Santa Monica, California), Kaiser Permanente Medical Center (Los Angeles, California), Washoe Medical Center (Reno, Nevada), VA Sierra Nevada Health Care System (Reno, Nevada), and St. Mary's Hospital (Reno, Nevada). Staff at these libraries were very interested in LinkOut for Libraries, library web page design and content, and electronic journals access and delivery.
- Elaine Graham and Julie Kwan met with the Nevada Medical Library Group to discuss NN/LM programs, including: LinkOut for Libraries, consumer health outreach efforts, upcoming training sessions, marketing tools, and funding resources.
- During this quarter, questions from network members focused in two primary areas, copyright compliance issues and LinkOut for Libraries procedures.

3. Managing the NN/LM Network membership program for the region

- Region 7 has a total of 625 Network members.
- Planning was begun for the Network Membership Drive that will be conducted during Year 1 to renew existing NN/LM memberships in the Pacific Southwest Region. We intend to issue new certificates to network members by the end of 2001 since current certificates expire at that time. This is the first membership renewal that will use data from DOCUSER rather than from the PSRML Network Membership Directory. We believe we will need to do considerable validation of DOCUSER data. We also have a new membership category, Affiliate Member, and we need to factor in an efficient mechanism to transfer some of our existing members to the new category.
- Since we are redesigning the PSRML web pages, we are rewriting all network membership pages. Work was begun on revising the new member application, the DOCLINE application and materials, and the appropriate letters and web screens for the membership renewal drive.
- We are reviewing our institutional files for institutions that were not migrated correctly into DOCUSER and that do not have a current LIBID.
- Julie Kwan attended a workshop called "Hands-On Census 2000: Data, Tools, and Mapping Applications" presented by staff of the US Census Bureau and sponsored by the California Academic & Research Libraries' Government Information & Publications Interest Group – South. Information from this workshop will help us deal with geographic issues relating to network membership.

- During this quarter, considerable effort was directed toward PSRML responsibilities in the Pacific Basin. This area, which we refer to as the US-Associated Pacific Basin, includes three US territories (American Samoa, the Commonwealth of the Northern Mariana Islands, and Guam) and three independent countries that have signed Compacts of Free Association with the United States (the Federated States of Micronesia, the Republic of the Marshall Islands, and the Republic of Palau). Our activities included the following:
 - Brian Brown, the PSRML intern from UCLA's Department of Information Studies, completed a report entitled, Health Information Access in the US Associated Pacific Basin: A Report on the Conditions in the US Associated Pacific Basin Regarding the Delivery of Health Information Services and the Status of the Telecommunications and Computer Infrastructure. With rapid telecommunications changes currently underway, health professionals in these areas are more likely to have access to NLM's electronic resources.
 - State codes for the Pacific Basin were not displaying in DOCUSER; these were corrected when the problem was brought to the attention of the DOCLINE team.
 - The World Health Organization, in collaboration with major medical publishers, plans to offer full-text access to biomedical journals at reduced cost to eligible developing nations. At the urging of our Resource Library at the University of Guam, we brought to WHO's attention the fact that the Marshall Islands and the Federated States of Micronesia are likely candidates for this program and fall within the targeted economic range. WHO representatives will take this issue to their publisher partners.
- DOCUSER records for network members show varying levels of completeness. Many records have no data regarding library services, to whom they are offered, and corresponding charges. We hope to build to the same level of accuracy as we had with our former PSRML Network Membership Database.
- Professional Development Awards were made to Mary White, Kaiser Permanente Medical Center, Bellflower, CA, and Ana S. Macias, Weed Army Community Hospital, Fort Irwin, CA.
- PSRML filled requests from 15 Network members for NLM promotional items for use at library orientation, health professional training in PubMed and other NLM resources, and at community health fairs.
- The following videotapes and audiotapes circulated to Network members during the quarter of May-July 2001:

Videotapes:

Libraries, Copyright and the Internet (1)

MLA: The Effects of E-Journals on your Library (1)

NLM: Health Services Research - A Historical Perspective (1)

Audiocassettes:

Medical Library Association 2001 Annual Meeting and Exhibit (31)

4. Implementing the Regional Document Delivery Plan

- During this quarter, PSRML staff participated in one DOCLINE teleconference.
- Current DOCLINE statistics for the region are:
 - 373 SERHOLD contributors.
 - 3 new DOCLINE participants; 2 are full participants and 1 is a borrow-only library. Two DOCLINE applications are pending as of the end of the quarter.
 - No DOCLINE libraries closed this quarter.
 - 402 DOCLINE libraries; 29 of these are Borrow-Only libraries.
 - 142 DOCLINE routing table approvals were completed at PSRML during the quarter.
 - 4 DOCLINE orientations were performed via telephone during the quarter.
 - 26 library groups, including those that are cross regional, recognized in the DOCLINE system.
 - 14 requests for DOCLINE holds during the quarter.
 - 6 regional libraries were added to the FreeShare Library Group in DOCLINE during the quarter, for a total of 71 FreeShare library group members.
- There is a grand total of 745 FreeShare library group members in the U.S. and Canada.
- The following chart shows DOCLINE participation in the Pacific Southwest Region:

<i>Location</i>	<i>SERHOLD Contributors</i>	<i>Borrow-Only DOCLINE</i>	<i>Total Participants</i>
Arizona	41	7	48
California	302	19	321
Hawaii	14	1	15
Nevada	11	2	13
Pacific Basin	5	0	5
Regional Total	373	29	402

5. Meeting responsibilities of Resource Libraries and the RML

- Elaine Graham and Julie Kwan visited the University of Nevada, Reno, to see the new building for the Savitt Medical Library. Joan Zenan, Director of the Savitt Medical Library, arranged for in-depth tours of both the old and new facilities. Terry Henner, Head of Information and Education Services, described his vision for providing information services and resources to public health professionals working in the field rather than in traditional office work settings.
- Elaine Graham visited the Lane Medical Library, Stanford University Medical Center. Valerie Su, Acting Director, provided an overview of library plans and activities. Rikke

Greenwald described the library's Palm Project involving the first-year medical students; she demonstrated the popular pathology quiz modules developed as part of the project.

- Heidi Sandstrom visited Arizona Health Sciences Library, University of Arizona, Tucson. She met with Gary Freiburger, Director, and Jeanette McCray, Associate Director, to discuss the library's consumer health outreach project with the Tucson-Pima Public Library. Heidi also learned about the library's possible involvement with the new Arizona office of Libraries of the Future and with the statewide planning group proposed by the Arizona Library Development Commission.
- PSRML has been awaiting DOCLINE reports to review Resource Libraries fill rates. We will analyze these reports when they are available next quarter.
- PSRML staff attended the RML Directors' Meeting and breakout sessions (May 25, 2001) and the NN/LM Web Meeting (May 26, 2001), both held prior to the Medical Library Association Annual Meeting in Orlando, FL. Elaine Graham facilitated a discussion on cross-regional collaboration, Heidi Sandstrom facilitated the consumer health breakout session, Claire Hamasu facilitated the outreach/education breakout session, and Julie Kwan was recorder for the network coordinators breakout session.

6. Establishing and maintaining communications

- Two issues of the PSRML newsletter, *Latitudes*, were published. The May-June 2001 issue featured: articles from member libraries on PDAs and digital reference, an outreach evaluation class report, kudos to Informatics Fellows from our region, a reminder of the MLA annual meeting with highlights of NLM meetings and activities, and a promotion for the MLA/NLM partnership symposium that was given after the MLA annual meeting in Orlando, Florida. The July-August 2001 issue featured: PSRML highlights from the 1996 – 2001 contract period, two articles from Resource Libraries on electronic delivery, staff articles on LinkOut and PubMed subsets, a travel report from a network member who attended a BIREME meeting in Cuba, a listing of PSR member contributions at the MLA meeting, and an announcement for the upcoming consumer health conference in Stanford (mentioned elsewhere in this report). The *Latitudes* web index page received 1328 hits from April to July.
- Julie Kwan represented the National Network of Libraries of Medicine at the UCLA Department of Information Studies Internship Open House. In addition to other research and public libraries in the Los Angeles area, there were five health-related libraries interviewing at the Open House. PSRML is interested in encouraging library school students to focus on health sciences librarianship.
- Julie Kwan began exploring Easy *WinWin*, a software requirements tool and methodology with the express purpose of evaluating its potential for DOCLINE requirements elicitation. Easy WinWin uses GroupSystem.com's groupware infrastructure; this groupware product may have other uses for communicating, planning, and problem solving at the national or regional network level.

- All PSRML staff participated in planning the redesign of the PSRML web site. Recoding of existing pages and addition of new content is proceeding well, and we anticipate releasing the new site in the next quarter.

7. Consulting with the Regional Advisory Committee

- The PSRML quarterly report, regional listserv messages, and the newsletter publication announcements were distributed to Regional Advisory Committee (RAC) members. RAC members will be invited to preview and comment on the redesigned PSRML web site.

8. Monitoring and evaluating programs

- During site visits and training, PSRML continues to receive very positive comments on the usefulness of the MEDLINEplus site. One of our Resource Library Directors recently commented:

I should also mention that one of our Information Services staff went out of her way to mention that she heard Naomi Miller of NLM do a one-day session on MEDLINEplus. She was very impressed by the amount of background work that goes into MEDLINEplus, feels that it's a tremendous benefit to consumers and that the NLM staff are doing a terrific job.

- Feedback on NN/LM and NLM programs and services was invited via listserv messages and electronic newsletter articles. Contact information appears clearly on the PSRML web site.
- Completion of the report on the hospital library evaluation survey was delayed, due to competing priorities and staff changes.

9. Obtaining feedback from users and recommending ways of improving information access

- In anticipation of the PSRML web site design and content review, a message was sent to the regional listserv asking subscribers to let us know what page or link was used often, and, on the other hand, what information or link they might have looked for and didn't find.
- Feedback on health professional and consumer health information needs, wants, and uses was solicited during visits and meetings during the quarter.
- Awarding continuing education credit at MEDLINEplus training sessions was suggested as a means of encouraging attendance by physicians and other health professionals.

10. Providing a computer equipped training facility

- PSRML installed new workstations in the Computer Training Lab. The new workstations feature flat screen monitors to provide optimum video display and maximize the physical desktop area, along with individual audio headsets for use of tutorials. The new Windows 2000 operating system was installed.

- The training facility was used by the following groups: UCLA School of Medicine, Dean's Office; UCLA School of Medicine, Pharmacology Department; and PSRML staff for NLM DOCLINE teleconferences.

11. Conducting or participating in needs assessments and testing of NLM and NN/LM products and services

- The Pacific Southwest Region had several Primary Access Libraries who have been early adopters in the LinkOut for Libraries program. The first participants included: Bayer Library (Berkeley, California), the Burnham Institute Library (La Jolla, California), John C. Lincoln Health Network Library (Phoenix, Arizona), and the US Naval Hospital, Guam. These adopters demonstrate that LinkOut for Libraries is an effective tool even for libraries with small collections.
- Zoë Stavri completed the MEDLINEplus evaluation project and submitted the final report on July 31, 2001. The final report is being submitted with the PSRML Annual Report for May 1, 2000 – July 31, 2001, and an overview of project accomplishments appears here. Dr. Stavri and other researchers interviewed 38 participants in three of the PSRML Access to Electronic Health Information for the Public subcontracted outreach projects. While the researchers reported that they did not believe they had achieved theoretical data saturation (themes start to repeat themselves and no new themes emerge), several themes could be identified from the interviews completed:
 - Participants wanted and expected to find local information
 - Participants confused search results versus information.
 - Some were satisfied with passive health information seeking (such as from drug inserts or broadcast media).
 - Participants felt they lacked knowledge to evaluate health information.
 - Some were confused as to what MEDLINEplus is.
 - Participants had difficulty remembering names of sites and how they were found.
 - People like coming to the web with known URLs suggested to them by others (such as librarians or media sources).
- These findings underscore the need to communicate clearly and simply the trustworthiness of the MEDLINEplus site. They also indicate the value of continued outreach efforts to familiarize health care providers and others who provide health information with MEDLINEplus so that they can communicate the medlineplus.gov URL as a trusted source of health information.

12. Promoting NLM-sponsored grants

- An announcement of the NLM purchase orders "Consumer Health Information Outreach for Minority Organizations" was distributed to the regional electronic list. Network members were encouraged to consider partnering with the community based organizations, patient advocacy groups, faith-based organizations, service organizations, and non-profit organizations expected to apply for these awards.

- PSRML handled questions from several institutions applying for the current cycle of NLM Internet Connection Grants. Questions were related to eligibility, project scope, evaluation of applications, and location of electronic versions of application forms.

13. Following up on NLM funded grants in the region

- We need to develop an efficient approach for identifying specific NLM grants awards in the region that are appropriate for follow up (that is, those NLM grants not solicited or funded in cooperation with the NN/LM). The web site, NIH Notice of Grant Awards (NGAs) e-mailed in the last seven days, which is linked from the NLM Division of Extramural Programs, does not provide enough detail (e.g., type of award).

Network Programs – Impediments: There have been challenges in planning for the use of DOCUSER as the Network membership database (replacing our regional Network Member Database), which we will accomplish during the coming membership drive. We have grappled with many issues of data entry and data validation, while trying to minimize the effort required of Network members to supply the required information.

B. OUTREACH PROGRAMS

1. Outreach to Health Professionals

- Julie Kwan had a preliminary conversation with network member Stella Fu of the University of Southern California Gerontology Library. We will meet again to discuss potential programs. The Gerontology Library works closely with USC's Leonard Davis School of Gerontology, which has a large training program including a strong distance-education component.
- We have identified *New California Media* (<http://www.ncmonline.com>) as a potential source to publicize health information resources and access for health professionals and the public and to seek new partners. *New California Media* is a network of print, broadcast, and online ethnic news organizations founded in 1996 by the non-profit Pacific News Service.
- Heidi Sandstrom presented a guest lecture (July 13, 2001) to students in the School of Information Resources and Library Science, University of Arizona, Consumer Health Informatics course taught by Zoë Stavri, Ph.D. The lecture focused on NLM, NN/LM, and Pacific Southwest Region programs and services as they relate to consumer health information. Over half the students were nurses, most working in advanced practice settings. The following day Heidi conducted a training session on clinical trials with these students, and forwarded their feedback to Janice McPeak, NLM Fellow.

2. Consumer Health Information Services

- Carlene Bogle, Acting Associate Director, Del E. Webb Memorial Library, Loma Linda University, and Heidi Sandstrom presented a poster, *Consumer Health Information for California: Collaborating for Access* at the Medical Library Association Annual Meeting. The poster presented the results of the outreach project conducted by PSRML, the California

State Library, and the Webb Library. The project enhanced the skills and resources of public library staff in addressing consumer health questions; the instructional resources developed during the project are on the web.²

- Heidi Sandstrom and Kay Deeney provided consultation to Desarae Powell, Project Director for development of a family resource library for the Lili Claire Family Resource Center at UCLA. The library is funded through the Lili Claire Foundation,³ a nonprofit organization that benefits people born with Williams syndrome and other neurogenetic birth defects such as Down syndrome and autism. A follow-up meeting with Desarae Powell has been scheduled for this fall.
- Kay Deeney and Heidi Sandstrom attended the American Library Association Annual Conference 2001 in San Francisco in June. Kay attended a pre-conference session on Friday, June 15, and assisted NLM at the exhibit booth on June 16-17. Heidi attended the conference and assisted at the NLM exhibit booth on June 18. Attendance at this conference, which highlighted outreach and assistive technology, provided a wonderful opportunity to hear about projects involving academic, public and school libraries, and to learn about resources developed by librarians outside of the medical library community that can be used to enhance public access to health information. It was noted that librarians are faced with a dilemma in trying to provide outreach while lacking the resources to do this without adversely impacting the services they currently provide to their primary clientele.
- Kay Deeney and Heidi Sandstrom visited the Burton Barr Central Library of Phoenix Public Library, a system of 13 libraries,⁴ on June 28, 2001. Cynthia Holt, Director of Public Services, gave a tour of the library, a spectacular 5-story copper-clad structure designed by renowned architect Will Bruder. Ms. Holt introduced Susie Mattazoni, a librarian who specializes in health and medical reference and belongs to the Central Arizona Biomedical Librarians group. The library provides public access to a variety of health information resources (including MEDLINEplus) through links on its Health and Medicine page⁵ and has developed an impressive collection to support consumer health information needs. The library's Special Needs Center,⁶ designed to make services and resources accessible to people with disabilities, employs a number of adaptive technologies. The Central Library recently opened a popular area, Teen Central,⁷ which has a health information center. PSRML will exhibit at the Ninth National Public Library Association Conference in Phoenix in 2002, so it was especially worthwhile to see this model public library and speak with the librarians about the innovative ways they provide services to a diverse group of patrons. In 1999, Phoenix Public Library partnered with Phoenix Children's Hospital and Good Samaritan Regional Medical Center in submitting a proposal for NLM's *Access to Electronic Health Information for the Public* RFP. Although the proposal was not awarded funding, the potential of a future partnership in enhancing public access to health information is great.

² <http://nnlm.gov/psr/chic.html>

³ www.liliclairefoundation.org

⁴ www.phoenixpubliclibrary.org/web

⁵ www.phoenixpubliclibrary.org/web/databasesframe.html

⁶ www.phoenixpubliclibrary.org/web/databasesframe.html

⁷ www.phoenixpubliclibrary.org/web/teens/jindex3.html

- Heidi Sandstrom, Kay Deeney, and Jeanette McCray (University of Arizona Health Sciences Library, Tucson, AZ) met with Rhian Evans, Southwest Coordinator for the Arizona regional office of Libraries for the Future (LFF), in Phoenix on June 29, 2001. The mission of this national non-profit organization, founded in 1992, is to build the capacities of libraries to carry out their historical mission in an interactive environment. Since opening its doors in early 2000, the Arizona office has served more than 2,500 people in direct service through its Access programs located at twenty sites throughout the state.⁸ At this meeting we learned more about how LFF is carrying out its mission in Arizona, and began discussion of ways LFF can collaborate with PSRML and NN/LM members in the Pacific Southwest Region to enhance public access to health information.
- Heidi Sandstrom agreed to coordinate several upcoming NN/LM consumer health teleconferences while the consumer health librarian position in the National Network Office is vacant. Heidi facilitated the July teleconference, held as a follow up to the breakout session at the RML Directors Meeting. The September teleconference will focus on collaborative course development for consumer health information training. Erica Burnham, NN/LM Middle Atlantic Region, and Heidi are arranging for a speaker from Libraries for the Future for the October teleconference.
- PSRML released the Consumer Health Library Directory,⁹ the product of a cooperative effort with the California State Library. The directory was created to improve public access to consumer health information services and collections provided by National Network of Libraries of Medicine (NN/LM) libraries in California. Directory questionnaires were originally sent to both public libraries and members of the National Network of Libraries of Medicine (NNLM) in California, but after evaluating the responses, it was decided to include at this time only NN/LM member libraries that provide consumer health information. This resource is being promoted to the public library community in California. Additionally, the directory content and structure may offer ideas for modifying the DOCUSER profile of consumer health information services, and for a national web-based directory.

3. Training to Support Electronic Access to Health Information

- Along with staff from other RML offices, Heidi Sandstrom participated in an advisory group to assist Janice McPeak, NLM Fellow, in developing training materials for ClinicalTrials.gov. Heidi provided feedback during the six-month development period and attended Janice's training demonstration in Orlando in May. She tested the ClinicalTrials.gov training modules at two sessions, one at the School of Information Resources and Library Science, University of Arizona (July 14, 2001), and another at the Louise M. Darling Biomedical Library, UCLA (July 31, 2001), and forwarded the instructional evaluations and comments to Janice. The training modules are to be finalized by August.
- PSRML continued to work with Howard Fuller of The Health Library at Stanford on an all-day symposium to be co-sponsored by PSRML on August 17, 2001. PSRML has assisted with program planning, published and distributed the brochure announcing the program, and

⁸ <http://www.lff.org/about/arizona/access.html>

⁹ nnlm.gov/psr/chld.html.

handled the web registration. Heidi Sandstrom and Kay Deeney will speak on consumer health outreach at the symposium.

- Heidi Sandstrom met with Joan Biggar and Karen Graeber of Tucson-Pima Public Library (TPPL); these librarians are associated with the CHILE project collaboration with the Arizona Health Sciences Library (July 12); she also visited the TPPL Valencia Branch.

4. Exhibits and Presentations at Meetings

- Kay Deeney and Heidi Sandstrom assisted with staffing for the NLM exhibit at the American Library Association Annual Conference in San Francisco (June 14-20, 2001).
- Rebecca Davis, Outreach Librarian at the Loren D. Carlson Health Sciences Library, University of California, Davis, agreed to work with Nancy Press of the Pacific Northwest NN/LM on a presentation for the Eleventh Annual Western Migrant Stream Forum to be held Feb. 1-3, 2002, in Sacramento. (PSRML staff could not participate due to other regional commitments.)
- PSRML exhibited at the following meetings:
 - American Association of Critical Care Nurses, National Teaching Institute & Critical Care Exposition, Anaheim, CA, May 22-24, 2001. Volunteers: Judy Kraemer, University of Southern California, Norris Medical Library, Los Angeles; Dyan Martin, Kaiser Permanente Medical Center Library, Anaheim; Rudy Barreras, Western University of Health Sciences Library, Pomona, CA.
 - American Physical Therapy Association Meeting, June 20-22, 2001. Volunteers: Lorraine Attarian, Chapman College Library, Orange, CA; Alan Carr, Louise M. Darling Biomedical Library, Los Angeles, CA.
 - National Association of School Nurses Annual Conference, June 27-28, 2001. Kathy Bilko, Desert Samaritan Hospital Library, Mesa, AZ; Michael Kronenfeld, Maricopa Integrated Health System Library, Phoenix, AZ; Helen Seaton, Arizona State University, Nobel Science Library, Tempe, AZ.

5. Technology Awareness and Integration

- PSRML experimented briefly with wireless Internet service (wireless modem card with a laptop computer) using the Ricochet network operated by Metricom, Inc., a high-speed wireless data services company. We were very impressed with the quality and responsiveness of the high-speed service available in Los Angeles and with the growing coverage area in the region. However, the wireless network ceased working in July and thereafter it was announced that Metricom would cease operations. One lesson learned is that the wireless communication cards for laptops are far less standardized than the more familiar dial-up modem cards. Each wireless service appears to require its own custom device for wireless communication. We will continue to monitor the availability of wireless

Internet service, as this emerging communications technology will undoubtedly grow in popularity among our constituents as service becomes more reliable.

6. Library Improvement

See II.7. Connections.

7. Connections

- The Arizona Internet Connectivity subcontract with the Rural Health Office, University of Arizona, concluded June 30, 2001. It was discovered that most of the 21 Network member institutions originally identified by PSRML as lacking Internet connectivity had achieved at least basic dial-up connectivity, and some institutions had T1 connections. In spite of staffing difficulties, technical problems, and a delayed start of the project, the project manager was able to offer well-received training on PubMed and MEDLINEplus. The training sessions at institutions in Benson, Ft. Defiance, Pinetop, and Willcox reached rural physicians, nurses, and allied health professionals, including those who work with Native American and Hispanic populations.
- The CAMIL 3 Internet Connectivity subcontract with the Savitt Medical Library, University of Nevada School of Medicine, concluded June 30, 2001. This project established reliable Internet connections at six rural health clinics and three Indian Health Service clinics in Nevada and on the Nevada-California border area that is serviced by the Savitt Medical Library and the University of Nevada School of Medicine. Training and consultation on the use of PubMed and other NLM databases and Internet health resources was provided by Joan Zenan, Director, and Terry Henner, Information & Education Services Librarian; they will continue to provide training and information beyond the subcontract period. Gerald Ackerman, Director, Nevada AHEC, established contact persons at each site, and Ned Chaney, Technician, Nevada AHEC, ordered and installed workstations and gave instruction on using the workstation to connect to the Internet. With the completion of this third Internet connectivity project in Nevada, every rural health care site in Nevada now has a connection to the Internet and access to web-based health information. This will lead to better health care for Nevada's rural residents, and better training experiences for the University's medical students and physician assistant students.
- The adequacy of the Internet connections of Primary Access Libraries will be assessed following the Network member renewal process and new member drive. DOCUSER data on access to the web will be reviewed and connectivity assistance will be provided as needed.

Outreach Programs – Impediments: The overlap of the final quarter of subcontracts with the first quarter of the new RML contract made it a very busy time. If this arises again, if at all possible, it would be preferable to complete the contract and related subcontracts in the same timeframe. However, we are glad to have had the opportunity to extend the time for the outreach subcontractors to finish their important work!

OUTREACH PROGRAM SUBCONTRACTS

- Final quarterly reports were received from six Network libraries awarded funding for Access to Electronic Health Information for the Public projects. All projects were completed July 31, 2001. The final reports are being submitted with the PSRML Annual Report for May 1, 2000 – July 31, 2001, and an overview of project accomplishments appears here.
 - Arizona Health Sciences Library – Improving Access to Health Information for Consumers of Pima County (CHILÉ). Highlights of this final quarter of the CHILÉ Project include: presentations at the Medical Library Association and American Library Association annual meetings; adding new topics to the web site; offering a second workshop to TPPL librarians; wrapping up the evaluation phase of the project; and an interview on local public television about finding reliable health information on the web. The project partners have expressed a desire to provide ongoing support of the project, even though the subcontract funding is at an end.
 - Hawaii Medical Library – Hawaii Partnership for MEDLINE Training. Librarians from the Consumer Health Information Service of HML completed a follow-up survey of April-May 2001 workshop attendees (n=30); taught 4 workshops on Oahu (for a total of 61 attendees, which included the public and health professionals); and finalized the purchase and installation of 5 computers/5 printers for the Hawaii State Public Library System (for placement at public library sites).
 - Las Vegas-Clark County Library District/West Charleston Library – Health Information Resources for Southern Nevadans. Activities focused on planning for project continuation and on integrating the project with the Library District's strategic plans; assisting with NLM's MEDLINEplus evaluation project; stepping up promotional efforts; enhancing the Consumer Health Connection (CHC) web page; and on providing information and training on health information to the public. Three CHC workshops were held and received positive evaluations from the seven participants. Two informational programs were presented this quarter; a total of 27 people attended these programs. Information about CHC and the Library District's other services and programs were provided to those who attended the Clark County Annual Health and Wellness Fair in June. Workshop sign-ups by non-library users increased in July as a result of radio station and newspaper publicity. A new section, a compilation of Spanish-language websites on health topics, has been added to the CHC web page.¹⁰
 - PlaneTree Health Library – PlaneTree Health Resource Center. Activities this quarter focused on training and on launching the "PlaneTree en Español" web site of Spanish-language health information resources.¹¹ During the quarter, the Health Resource Center at the Grail had 170 patrons, and 41 individuals received training there. At the PlaneTree Main Library, adjacent to the Mayfair neighborhood of the Resource Center, twelve consumers received training sessions on NLM databases and on other government sites. A newly contracted librarian, Marilyn Mercer, developed the Spanish- language web site. It is not yet available to the general public, and will be extensively reviewed and tested before it is linked to the main PlaneTree web site in the fall.

¹⁰ www.lvccld.org/special_collections/medical/sitios_de_salud.htm

¹¹ www.planetreesanjose.org/final/index.htm

- University of California, San Diego Biomedical Libraries/The Preuss School UCSD – Health Information @ Preuss. Activities this quarter focused primarily on the Health Information@Preuss Student Competition that culminated at the school Awards Ceremony on July 24, 2001. Over 200 students submitted projects for the competition. Projects were judged by the faculty and by an adjudication team on the basis of three main criteria: content, presentation, and creativity. Students from 6th through 9th grades submitted PowerPoint presentations, skit scripts, video productions, and posters for the competition. Over 400 parents, students, faculty attended the Awards Ceremony. An article publicizing the project and competition was submitted to the UCSD Communications Office. Presentations were made about the project to a couple library committees this quarter and web site activity was again evaluated (for a second quarter) and reported in an extensive WebTrends report. Overall, the quality of the student projects indicates that “...a certain measure of knowledge and skill has been gained [by the students] in the quest to find, evaluate and present health topics.”
- ValleyCare Health Library – LINCS (Linking Information for Children with Special Needs) Clearinghouse. Efforts this quarter focused on marketing, training, and web site evaluation. A project description was written and submitted to the ValleyCare Public Relations department to use in writing a press release. A list of distribution sites for bookmarks, flyers, and packets was completed. The advisory committee reviewed teaching strategies and content, dates, and the participant list for the project workshops and training. Because of a community outbreak of meningitis, training for health professionals had to be postponed until August/September, when school is back in session. A focus group evaluated the searchable catalog and resource database; changes are being made as a result of feedback received.
- Final quarterly reports were received from five Network libraries completing PSRML Year 2000 Outreach Awards. All projects were completed June 30, 2001. The final reports are being submitted with the PSRML Annual Report for May 1, 2000 – July 31, 2001, and an overview of project accomplishments appears here.
 - Health Information Resources on the World Wide Web – California Pacific Medical Center. Outreach sessions included “Health Information on the World Wide Web” and HIV Resources on the World Wide Web (28 participants). In spite of rescheduling and an extensive publicity effort, the planned session for new and expectant parents on perinatal resources on the Internet was again cancelled due to low pre-registration numbers; project staff will continue to work on effective outreach strategies for this population.
 - Medicine on the Net – Sutter Resource Center. Training in searching the Internet for health information was successfully completed (16 participants). Marketing to Spanish-speaking patients was not successful; three classes were scheduled, but people cancelled at the last minute. Even though funding has ended, the Library will be continuing with classes, and the hospital marketing department has agreed to help publicize upcoming classes.

- Los Banos House Calls – Memorial Hospitals Association. The “drop in” idea was enlarged, by holding a couple of half day sessions and then three all day sessions, in hopes that this would attract more physicians and staff. The Medical Staff Coordinator made and distributed an attractive flyer. Attendance was higher (10) than in previous quarters. It seemed the medical staff did not understand the relevance of MEDLINEplus to their work, so were not motivated to set aside time to do the training. Offering continuing education credit for MEDLINEplus training might create an incentive to attend.
- Redwood Health Library’s Internet HealthQuest – Petaluma Health Care District. Loansome Doc requests increased over the course of the project. A survey of Loansome Doc patrons indicated they use Loansome Doc primarily for work-related purposes. Outreach training on finding medical information on the Internet was offered at an adult school and community college (23 participants). Articles were published in the county medical association journal and the multi-type regional library consortium newsletter.
- Valley Care Outreach – Olive View/UCLA Medical Center. Health educators and nursing supervisors were contacted for assistance in organizing and publicizing the training on search engines, PubMed, and MEDLINEplus at the clinics. Conducting a pre-assessment to determine participants’ computer skills, knowledge and capabilities helped in developing the class. Connectivity at the clinic sites continued to be somewhat of a problem, so a PowerPoint demo was readily available as a backup. Attendance was excellent, with a total of 36 participants at four clinic presentations.

OTHER ACTIVITIES

- Claire Hamasu attended a workshop on Licensing Electronic Resources, sponsored by the Medical Library Group of Southern California and Arizona and taught by Laurie Thompson and Harry Youtt (May 1, 2001).
- Julie Kwan attended the Southern California Online Users Group (SCOUG) Workshop, Building Information Communities, in Burbank, California (May 4, 2001).
- Elaine Graham attended the Northern California and Nevada Medical Library Group’s spring continuing education course, *XML for Librarians*. The all day course was held at Stanford University Medical Center (May 10, 2001).
- Michael Miller attended a training course on Windows 2000 (May 14-18, 2001) in preparation for replacing the Computer Training Lab equipment.
- Kay Deeney taught the MLA continuing education course, Teaching Internet Consumer Health to Health Care Professionals (May 30, 2001).
- Andrea Lynch attended a course on Dreamweaver web development software (July 31, 2001).

- This year's MLA Cunningham Fellow from South Africa, Kgaladi Kekana, visited PSRML on May 3, 2001. She was particularly interested in instructional materials on health reference developed in our consumer health information outreach projects.
- Claire Hamasu and Elaine Graham attended the Medical Library Association Meeting Symposium, Library Partnerships—Powerful Connections, co-sponsored by the National Library of Medicine (May 30, 2001).
- Claire Hamasu assisted with the formulation of questions and moderated four focus groups for InfoShare, the UCLA IAIMS project.